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ABSTRACT

The General Library at the University of California, Berkeley, has made its collection physically and intellectually accessible to disabled users. A task force convened to discuss ways to meet the needs of disabled students has met regularly since 1981. Among changes undertaken as a result of the task force are the appointment of a resource coordinator of library services to the disabled, the development of a policy statement on the library's commitment to serving disabled users, instruction for library staff on type and amount of assistance to be offered, workshops on the needs of disabled students, and the establishment of a network of contact persons within branch libraries. Among other services offered are photo copying and delivery of course reserve reading materials and use of special devices for visually impaired students. A policy manual on library services to disabled users is among appended material. (CL)

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TAILORING LIBRARY SERVICES TO THE NEEDS OF DISABLED USERS

a paper presented at the

Conference on
Academic Library Service to
Disabled Students

May 6-7, 1983

Tallahassee, Florida

by

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EC161858

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Tailoring Library Services to the Needs of Disabled Users

The topic of this paper is library services for the disabled user. Specifically what follows is a detailed account of what the University of California, Berkeley, General Library, has done to make its collection more accessible to persons with varied disabilities.

In order to understand what type of services UCB libraries and staff are presently offering, it is important to have an understanding of the evolutionary pattern that has shaped UCB's policy of "Disabled Library Services."

As a point of reference, the story of disabled students (severely disabled) at UCB dates back to 1962. The first severely disabled student to attend UCB lived out of the campus's student health center. Since this first student's experience, UCB has come a long way toward mainstreaming disabled students.

In addition, Berkeley now hosts one of the largest communities of disabled persons in the country. This is due mainly to the major advances that the campus has made toward the goals of independent living. Students with disabilities have become an accepted and expected part of campus life.

The campus's Physically Disabled Students Program (PDSP) was created in the Fall of 1970. Since its establishment, the University's reputation for being attuned to the needs of disabled students has spread, and the enrollment of disabled students has grown rapidly. Currently the number of disabled students enrolled at UCB ranges between 300 and 400. This figure may be modest, however, since all disabled students are

not in contact with PDSP. The categories of disability encompassed in this figure include: 1) Blind/Visually Impaired, 2) Deaf/Hearing Impaired, 3) Quadriplegic, 4) Paraplegic, 5) Short Stature, and 6) Speech Disability.

From an academic viewpoint, the University Library is a very important part of any student's college career. Research and study are keys to academic life. At UCB, it is almost impossible to imagine an individual being able to graduate and not having to use the library. Not being able to take advantage of the resources of the General Library, with its close to six million volumes, is perhaps even a more alarming situation.

Throughout the two decades that disabled students have actively pursued academic studies, however, the University Library has not always been a viable place to go to and use. Disabled students have found that access to the General Library's collection demands such a high degree of physical ability that it is, for all practical purposes, a resource not available to many of them, and available only after great difficulty to the remainder.

This is not to say that, prior to where UCB has come today, the library has done nothing toward aiding in making its collection more accessible to disabled students. In fact, throughout the last ten years, the UCB General Library has been continually moving toward making its collection available to disabled students. It should also be noted that when we speak of "accessible," we mean both "physically accessible" and "intellectually accessible."

The library's first formal program that sought to make materials easily available to disabled students began in 1973.

The Cooperative Service's Book Delivery Service (now referred to as BAKER), then directed by Anne Lipow, made formal contact with PDSP to provide free book delivery services to disabled students.

In addition, physical renovations were made to accommodate wheelchairs, and ad hoc tours were given to disabled students so that if possible, through alternative routes, the students could learn how to reach different service units in the library. A good line of communication has continued to exist between the library, via the Cooperative Services Department, and PDSP.

During the initial months of 1980 many issues relating to disabled students' use of the General Library were brought to the forefront. Staff from the Cooperative Services Department met with students from PDSP to investigate why there was unexpectedly little use of the BAKER Library Delivery Service. In the course of discussion, several reasons why disabled students made little use of the library were identified. A report to the Associate University Librarian (AUL) for Public Service listed three major reasons why accessibility to the library had not improved:

> "1) No one in the General Library is well versed in matters dealing directly with patrons with physical disabilities.
> 2) Partially because of Point 1, partially because of other reasons, the library does not provide patrons with physical disabilities equal access to the resources of the library that it provides to able-bodied people.
> 3) Little has been done to rectify Points 1 or 2."

These points served as impetus for the AUL for Public Service to seek further investigation of the situation. Approval was given to John Truxaw to investigate how the library could become more accessible, both physically and intellectually. The results of the six-month study have come to be known as the "Truxaw Report." (Much of the information contained in this paper has been extracted from the Truxaw Report, a summary of which is attached.)

Following the release of the Truxaw Report, library staff needed to be made aware of what the needs of disabled library users were. The first "Library Disabled Awareness Workshops" were thus conducted in March 1981. The positive staff reaction that followed this workshop eventually led to the appointment of a formal "Library Task Force on the Disabled User."

The Task Force was appointed in October 1981 by the University Librarian and was charged with the following tasks:

> "Formulating policy guidelines regarding the Library's obligations and standards for service to the disabled; and guiding a program of workshops similar to those already begun with the Physically Disabled Students Program; and drafting funding requests and proposals for specific purposes."

Since the time of its appointment, the Task Force has met regularly twice a month. Contacts have been made with individual students with disabilities to determine what their special needs might be. Study sessions were conducted in order to determine in what priority steps need to be taken.

So what has become of the work that the Task Force has undertaken? This brings us to where the UCB General Library is today and the library services for the disabled user that are now offered within all the branches of the General Library System.

One of the Task Force's first recommendations to the Library Administration was that a Resource Coordinator of Library Services to the Disabled be appointed. Acting upon this recommendation, in March 1982 the Associate Librarian for Public Service appointed me, Peter Pomerantz, to act as the coordinator for library services for disabled students. Since that time it has been my responsibility to work closely with the Task Force and the staff of PDSP to develop services which would improve independent use of the library.

Next, the Task Force, working with the Resource Coordinator, felt that the library needed a policy statement regarding the library's commitment to serving the disabled user. In drafting a policy statement, the Task Force sought to include all that had been conveyed to them through their contacts with disabled students. All types of disabilities needed to be included within the guidelines of the policy. Eventually, in February 1983, after a long process of drafting, redrafting, and going before various library groups and committees for input, the Library Administration adopted the policy "Library Service to the Disabled User" which became part of the UCB General Library Public Service Policy Manual. (See attached document.)

The Library Administration at UCB has come out with a definite stance on the subject of library services to the disabled user. The new Public Services Policy reads:

> "The General Library is committed to providing access to its materials and services for disabled users that are equivalent to the access available to other users."

The message to library staff, then, is that it is your responsibility to provide special assistance to library users with disabilities.

The core of the Public Services Policy is really the "Guidelines for Staff Assistance to Disabled Users." This section instructs library staff on the types of assistance that they are expected to offer. Depending on a person's disability, the type of assistance and amount of assistance needed to use the library will vary. The guidelines were developed trying to take this into account. Each point of assistance relates to how a specific disability might prevent the disabled person from making independent use of the library and its collection.

In order to educate library staff about the policy and what was expected of them within their library units, the Task Force put together a three-hour training workshop. Two segments of the workshop served to highlight why the policy and guidelines were formulated. A panel of three UCB students who have physical disabilities explained their experiences in trying to use the library and the various difficulties they had in making independent use of it. The students also described their different methods of studying and doing research. By hearing firsthand

accounts of the problems disabled students encounter in their pursuit of library information, the staff was sensitized to the needs of a disabled individual. Although the disabled user has the same basic library needs as the able-bodied user, the tasks that the able-bodied user performs almost unconsciously serve to make the library's collection inaccessible to the disabled user.

The second feature of the workshop was the slide/talk show that I will be showing shortly. This presentation served to reinforce what the student panel had described. It illustrated how specific disabilities affect the use of the library. The slides emphasized the lack of mobility a person in a wheelchair has and how the lack of manual dexterity limits a person's ability to manipulate various library devices. Because of this illustration, staff in attendance were able to visualize why special assistance was needed by the disabled library user.

Another feature incorporated into the Disabled User Policy was the idea of a network of contact persons within branch libraries. The UCB General Library is a very decentralized library system. Organizationally it is made up of the Main Library, the Undergraduate Library, and 21 branch libraries. In addition, there are other library units within the Main building, and the branch system is geographically spread out.

The concept of a network of contact persons was an idea generated from speaking directly with disabled students at the PDSP office. Many of these students have felt intimidated by the size and complexity of the library at UCB. Within each

library there is a reference desk, a circulation desk, and sometimes an information desk. The students expressed the concern that they did not know who to approach for assistance. Some even accounted tales of library staff noticeably trying to avoid giving help. Many felt it was necessary for one person to be designated in each unit so that the students would know a particular person to contact. Thus the network came to be.

Although this network is not yet fully developed, a large number of the library staff in attendance at the March 1983 workshops volunteered to serve as contact persons. By the beginning of Fall Semester 1983, we hope to have a cohesive network in place with contact persons in each public service unit. The Resource Coordinator will then be able to advertise these contacts to disabled users and/or funnel the students' inquiries to appropriate staff in specific units.

There are other special services that the UCB General Library offers disabled students. For example, the BAKER Service can photocopy and deliver course reserve reading materials; the General Reference Service is equipped with a TTY machine; and disabled users are eligible for a proxy card which allows a designated person to check out books for them. In addition the PDSP office has put together a Blind Students Study Center in the Undergraduate Library. This is where the University's Kurzweil Reader and other optical enhancement devices are located.

Although there are other detailed aspects of service

delivery that many of you may have questions about, the final point I would like to make deals with "outreach." As previously mentioned, conversation with a number of disabled students has revealed that many of them have had varying degrees of success in seeking out help and using the library. Still others shy away from actively pursuing library information because they do not know what special services are available, who to consult within the library, or how to go about using such a large and complex library and its catalog.

In order to get disabled students into the library and allow them to make the fullest use of its valuable resources so that their academic experiences might be enhanced, the Task Force has designed a leaflet that describes the program that has been established to serve disabled users. These leaflets will be available in all public service units and at the PDSP office.

It is the aim of the UCB General Library to educate the disabled community so that when disabled individuals come to the library, they will feel at ease; and if needed, they will be able to ask library staff for assistance. Additional steps, beyond the leaflet, are also being undertaken to achieve this aim. Examples of other outreach efforts include: 1) Having the Resource Coordinator speak at PDSP student orientation sessions; 2) Writing a library-related article in the PDSP Verbatim that is published monthly; and, 3) Having a staff member from the PDSP office serve on the Library's Task Force.

Looking back over the last three years shows that the UCB General Library has taken great strides in making its collection

accessible to disabled users. As the Resource Coordinator and a member of the Task Force, at times I have felt that we have been spinning our wheels. In reality, however, quite a bit has been accomplished. Part of the reason for the successful development of UCB's Disabled User Program, I believe, can be associated with the active interaction that the library has had with the PDSP office. All the students and staff who have made themselves accessible to the library's inquiries have contributed valuable input.

Finally, the library staff who have served on the Task Force since October 1981 also deserve commendation. As spokesperson for this group it has been my pleasure to relate to you the UCB General Library's experiences which have lead us to tailoring library services to the needs of disabled users.

SPECIAL SERVICES FOR BLIND AND VISUALLY IMPAIRED INDIVIDUALS

*A KURZWEIL READER

*HIGH MAGNIFICATION FILM/FICHE READERS

FOR THESE AND OTHER LIBRARY SERVICES, CONTACT THE COORDINATOR FOR LIBRARY SERVICES FOR DISABLED USERS.

SPECIAL SERVICES FOR THE HEARING AND SPEECH IMPAIRED

TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD) SERVICE IS AVAILABLE AT THE GENERAL REFERENCE ROOM IN THE MAIN LIBRARY. TDD USERS MAY DIAL 642-0704 FOR PERSONALIZED REFERENCE ASSISTANCE DURING THE FOLLOWING HOURS (WHEN SCHOOL IS IN SESSION):

MON. - THURS.,	8AM - 10PM
FRI.	8AM - 5PM
SAT.	9AM - 5PM
SUN.	1PM - 5PM

DURING INTERSESSIONS, HOLIDAYS, AND SUMMER MONTHS HOURS VARY.

PROXY BORROWER'S CARD

AS A LIBRARY USER WITH A DISABILITY YOU MAY BE ELIGIBLE FOR A PROXY BORROWER'S CARD, SO THAT A SPECIFIED FRIEND OR ATTENDANT MAY CHECK OUT BOOKS FOR YOU. APPLY AT THE MAIN LIBRARY SERVICE DESK, OR PHONE 642-3404.

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FOR BETTER SERVICE...

*BE DIRECT. TELL THE LIBRARY STAFF IN WHAT WAYS YOU WILL NEED ASSISTANCE

*IF YOU DON'T KNOW WHOM TO CALL OR WHO CAN ASSIST YOU, START BY PHONING THE HEAD OF THE BAKER SERVICE, WHO IS ALSO COORDINATOR FOR LIBRARY SERVICES FOR DISABLED LIBRARY USERS, 642-2538.

LIBRARY SERVICES FOR DISABLED USERS

GENERAL LIBRARY
UNIVERSITY OF CALIFORNIA, BERKELEY

THE GENERAL LIBRARY AT THE UNIVERSITY OF CALIFORNIA, BERKELEY, SERVES DISABLED PERSONS, PARTICULARLY DISABLED UC STUDENTS, BY PROVIDING SPECIAL ASSISTANCE TO FACILITATE USE OF THE LIBRARY AND ITS COLLECTIONS. IF YOU HAVE A DISABILITY THAT LIMITS YOUR INDEPENDENT USE OF THE LIBRARIES ON CAMPUS, CONSULT LIBRARY STAFF MEMBERS FOR ASSISTANCE.

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FINDING AND USING LIBRARY MATERIALS

WHEN YOU COME INTO THE MAIN LIBRARY, MOFFITT UNDERGRADUATE LIBRARY, OR ANY OF THE BRANCH LIBRARIES, LIBRARY STAFF MEMBERS WILL ASSIST YOU BY:

*FACILITATING YOUR USE OF THE CARD CATALOGS OR MICROFICHE READERS

*FILLING OUT CHARGE CARDS

*PAGING BOOKS FROM STACKS AND SHELF AREAS

*CALLING ANOTHER LIBRARY TO SEE IF A BOOK OR PERIODICAL IS AVAILABLE

*EXTENDING RESERVES OR LOAN PERIODS OR MODIFYING OTHER LENDING RULES ON AN INDIVIDUAL BASIS

*ACCEPTING TELEPHONE REQUESTS TO FIND OUT IF A BOOK OR PERIODICAL IS ON THE SHELF

*SETTING UP EQUIPMENT FOR A STUDY AREA FOR INDIVIDUAL USE, IF SPACE ALLOWS

*ASSISTANCE WITH PHOTOCOPYING OF A LIMITED NUMBER OF PAGES FROM BOOKS AND JOURNALS

IF THE LIBRARY UNIT IS VERY BUSY AND THE ASSISTANCE YOU NEED WILL TAKE SOME TIME, A LIBRARY STAFF MEMBER MAY ASK YOU TO MAKE AN APPOINTMENT TO RETURN AT A LESS BUSY HOUR. ALSO, YOU MAY CALL AHEAD TO MAKE AN APPOINTMENT WITH A LIBRARY STAFF MEMBER IN ANY UNIT FOR EXTENDED SERVICE, SUCH AS:

*A PERSONAL TOUR OF A BRANC OR UNIT

*EXPLANATION AND DESCRIPTION OF SOURCES OF INFORMATION ON A TOPIC

*HELP WITH BIBLIOGRAPHIC CITATIONS

*FOR EXTENSIVE PHOTOCOPYING, CONSULT THE LIBRARY DELIVERY SERVICE DESCRIBED BELOW.

DELIVERY OF BOOKS, PHOTOCOPIES, AND COURSE RESERVES

UC BERKELEY STUDENTS WITH DISABILITIES MAY USE THE GENERAL LIBRARY'S LIBRARY DELIVERY SERVICE (CALLED "BAKER" BECAUSE ITS TELEPNONE NUMBER, 2-2537, SPELLS B-AKER). THE BAKER SERVICE IS OFFERED BY THE LIBRARY IN ASSOCIATION WITH THE DISABLED STUDENTS PROGRAM (DSP). BAKER WILL CHECK OUT THE LIBRARY MATERIALS YOU NEED, AND DELIVER THEM TO THE DSP OFFICE OR, BY SPECIAL ARRANGEMENT, TO ANOTHER CAMPUS LOCATION. BAKER WILL ALSO RETURN LIBRARY MATERIALS LEFT AT THE DSP OFFICE TO THE LIBRARY FROM WHICH THEY WERE BORROWED. (YOU, THE BORROWER ARE RESPONSIBLE FOR COMPLYING WITH DUE DATES AND OTHER LIBRARY BORROWING RULES.) FOR MORE INFORMATION, CALL THE COOPERATIVE SERVICES DEPARTMENT, 642-2538, OR INQUIRE AT THE DSP OFFICE.

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COORDINATOR FOR LIBRARY SERVICES FOR DISABLED USERS

IF YOU HAVE A PROBLEM OR NEED ADVICE ABOUT USING THE LIBRARY, CONTACT THE HEAD OF THE BAKER SERVICE, A RESOURCE COORDINATOR WHO SERVES AS A LIAISON BETWEEN THE LIBRARY AND THE DISALBED COMMUNITY. THE COORDINATOR AND DESIGNATED STAFF ARE STATIONED IN THE COOPERATIVE SERVICES DEPT., 386 MAIN LIBRARY AND MAY BE REACHED BY DIALING: 642-2538

MON. - FRI., 8AM TO 5PM

(B-AKER FROM CAMPUS PHONES; 64B-AKER FROM OFF CAMPUS) ANY HOUR OF THE DAY OR NIGHT. LEAVE A MESSAGE.

PUBLIC SERVICE POLICY MANUAL

LIBRARY SERVICE TO THE DISABLED USER

The General Library is committed to providing access to its materials and services for disabled users that are equivalent to the access available to other users.

BACKGROUND: The Library is striving for equivalent access for disabled users in a number of ways, one of which is a program of facility renovations. For example, elevator controls in all libraries have been modified for blind users and those in wheelchairs; some entrance doors have been fitted with kick plates and shatterproof glass; and ramps have been constructed alongside stairs.

Access to library materials also is being facilitated by purchase of special equipment and aids, e.g., adjustable height tables, TTY machines for communication with the deaf, a scale model of the campus for orientation of the blind, and a Kurtzweil reading machine. Library regulations that had previously inhibited equal access for the disabled have been modified, e.g., the proxy policy now permits disabled students to obtain proxy borrower cards so their attendant or personal assistant may borrow library books on their behalf.

The Campus Disabled Student Program (DSP) subsidizes the BAKER service in providing photo copies of materials needed by disabled students for course reserve reading, and in retrieving specific books for course or collateral reading.

Access for disabled users will be further improved through a program of individual library staff assistance. This assistance will allow disabled users to check references in the card catalog of any General Library unit, obtain books from the stacks to study or check out, or obtain a photocopy of an article or except from a book. Expectations of staff assistance are described in the guidelines below.

GUIDELINES FOR STAFF ASSISTANCE TO DISABLED USERS

With the goal of providing a level of access equivalert to that available to other users, Library staff will provide individual assistance to disabled users. Assistance will vary with the circumstances in individual library units.

Library staff would assist disabled users in a variety of ways:

1) Staff are expected to assist users who have difficulty writing by filling out a limited number of charge cards or by writing out a limited number of citations from books or periodicals.

2) Some users find it difficult or impossible to reach catalog drawers and, in these cases, staff will assist the disabled user by arranging the drawers for the patron's use, inserting Catalog 2 fiche or other microfiche into the reader, and locating the correct entry as needed.

PUBLIC SERVICE POLICY MANUAL

Guidelines for Staff Assistance to Disabled Users (cont'd.)

3) Staff are expected to page books from the stacks for users who cannot retrieve books themselves.

4) Some users cannot write in longhand and prefer to use typewriters. It may be possible, at the unit's discretion, to accommodate the use of typewriters. Users wishing to type should be encouraged to check with the library unit in advance.

5) Units should modify rules governing course reserves for disabled students who find it difficult to come to the Library or to carry books. Loan periods for reserve books may be extended and more books may be checked out at a single time than is customary.

6) Staff may need to accompany a patron with a severe speech impediment to a quiet area so that the user's requests may be heard without disturbing other staff members or users.

7) Staff are expected to photocopy a limited number of pages for users who have difficulty doing this (at the user's expense). Disabled students may use the BAKER service to provide photocopies of articles and to check out books and course reserves.

8) Staff are expected to set up study materials for users with limited mobility.

9) For the disabled patron whose mobility or speech is impaired, staff are expected to call another unit to see if a book is available or to ask a reference question.

10) Staff in a particular unit are expected to check the shelf in that unit when a telephone request is received from a disabled patron who has difficulty travelling to the Library, even though such checks are not made under usual circumstances.

11) Disabled users who require more assistance than staff can give at a particular time should be encouraged to make an appointment for a later time when more staff assistance will be possible, or to hire a personal attendant to assist with extensive library research.

A task force on Library Service to the Disabled has been appointed to insure continuing attention to the needs of disabled library users. The task force includes the Resource Coordinator of Library Services to the Disabled and a representative from the Disabled Students Program.

TASK FORCE ON LIBRARY SERVICE TO THE DISABLED (appointed September 21, 1981)

The Task Force reports to the AUL for Public Service and is charged with the following:

--Formulating policy guidelines regarding the Library's obligations and standards for service to the disabled

--Organizing a continuing program of workshops

--Drafting funding requests and proposals to improve services to disabled users

--Coordinating and facilitating policy implementation on a library-wide basis

RESOURCE COORDINATOR OF LIBRARY SERVICES TO THE DISABLED

A part-time Resource Coordinator works closely with the Task Force and the Disabled Students Program to:

--Serve as the central contact person for the Disabled Students Program with the General Library

--Serve as a resource person, responding to the questions and problems of library staff and disabled users

--Coordinate tours and orientation programs designed to meet the needs of, and provide information useful to, disabled patrons

--Develop workshops and training programs for library staff on service to disabled patrons

--Develop and coordinate a network among the library staff to serve as contacts for disabled users in each department or branch and publicize these contacts. (In some units, where it may not be feasible to designate one person, all staff may serve as contacts.) Responsibilities of contacts will include the following:

- Attending workshops in library service to disabled patrons
- Serving as an information and referral person to provide individual assistance to the disabled user at the branch
- Evaluating the accessibility of the unit and its equipment

EFFECT OF MAJOR DISABILITIES ON LIBRARY USE, COMPACT LIST, includes major adaptive recommendations

DISABILITY/basic effect	SPECIFIC EFFECT IN USE OF UCB GENERAL LIBRARY	REMEDY
BLIND/VISUALLY IMPAIRED unable to read standard print media	1) unable to read catalog cards, fiche call numbers on books, ref. tools 2) unable to take notes from catalogs, fill out charge cards 3) unable to make use of library orientation material 4) unable to use directional signs 5) unable to read library materials unassisted 6) unable to take notes on materials in library	1) reader assistance in catalogs and stacks 2) notetaking assistance in catalogs and circulation areas 3) tape recorded and brailled versions of all library orientation materials 4) brailled and high contrast signs 5) Kurzweil Reading Machine/video print magnifier/various magnification devices 6) braillers and typewriters
DEAF/HEARING IMPAIRED communication barrier	7) unable to have lengthy or complex conversations with staff 8) unable to talk with staff over telephone 9) unable to use tape recorded orientation materials	7) seek interpreter assistance from PDSP/ Library staff 8) TTY in BAKER and GRS 9) written versions of all orientation information
QUADRIPLEGIC non-ambulatory with varying degrees of upper motor dysfunction (possible lack of manual dexterity)	10) impeded by unattended security gates, heavy doors 11) unable to manipulate card catalogs, fiche readers printed indexes 12) unable to take notes from catalogs, or fill out charge cards 13) unable to retrieve books or browse stacks 14) unable to work at standard height tables/carrels 15) unable to place reading materials on tables 16) unable to easily find access routes 17) difficulty in using elevator controls, open main entry doors;	10) rework 11) provide physical assistance 12) provide limited notetaking assistance 13) provide physical assistance in stacks 14) provide adjustable and permanent height wheelchair accessible tables 15) physical assistance 16) provide directional signs 17) ramp to main floor of Library; install automatic door
PARAPLEGIC non-ambulatory	13), 15), 16), 17), above 18) unable to reach some catalog drawers; limited reach	13), 15), 16), 17), above 18) physical assistance
SHORT STATURE unable to reach high places	19) unable to reach some catalog drawers, books on high shelves	19) provice stools/physical assistance if necessary
SPEECH DISABILITY difficulty in communicating, especially with new contacts	21) slow, time consuming interactions with staff, made even slower by referring individual to another person	20) quiet place to talk with staff; service from first contact person whenever possible

LIBRARY, WRITTEN BY JOHN TFUXAW. AVAILABLE AT GRS DESK.

THE LIBRARY AND SERVING USERS WITH DISABILITIES

A Library staff workshop presented by the Task Force on Disabled User Access.

March 8th & 9th, 1983
9 A.M. - 12 NOON
Room 308J Doe Library (Art/History Library)

PROGRAM

M.C. : Peter Pomerantz, Resource Coordinator of Library Services to the Disabled

Welcome: Rita Kane, AUL for Public Service

History and Background Information: Peter Pomerantz

Accommodation and Trust: Susan O'Hara, Coordinator, Disabled Students' Residence Program

How Specific Disabilities Affect the Use of the Library

Slide/Talk Presentation: Anne Terrell, Map Room
Charlie Shain, Environmental Design Library

Panel Discussion: Suzanne Gallup, Cooperative Services Dept. (Moderator)
Francisco Panganiban, First Year Boalt Law Student
Lori Gray, U.C. Berkeley Undergraduate
Brian Hogan, U.C. Berkeley Undergraduate

Break

Discussion Groups - Library Service to the Disabled User: Manina Harris, Moffitt Library (Public Service Policy A.8)

Summary of Group Discussions

Closing

DEMONSTRATIONS

1 P.M. TTY in General Reference Department: Phil Hoehn, Map Room

1:30 P.M. Kurzweil Reading Machine (Blind Students Study Center, 211 Moffitt Library Classroom Section) : Jim Gammon, Counselor to Blind Students, Disabled Students Program

**The Task Force extends its appreciation to the numerous Library staff members and those associated with the Disabled Students Program who contributed to the workshop.